Maintenance of Telephone Instruments in Rural Areas

*38. SHRI RAJNATH SINGH: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether maintenance of telephone instruments in the rural areas as in Delhi is primarily the responsibility of Telecom Department;

(b) if so, what is Government's policy in this regard;

(c) whether Government have any mechanism to register complaints of subscribers in rural areas;

(d) if not, whether Government propose to introduce such a mechanism so as to mitigate the hardships of hapless rural subscribers who have to run from pillar to post to get their phones repaired; and

(e) if so, by when and if not, the reasons therefore?

THE MINISTER OF COMMUNICATIONS (SHRI RAM VILAS PASWAN): (a) to (c) The responsibility of maintenance of telecom network including telephone instruments in the National Capital Territory of Delhi is with MTNL. In the rest of the country (excluding Mumbai which is with MTNL), the maintenance in rural areas is the responsibility of the Department of Telecom Services. There is a well defined mechanism to register complaints of subscribers in rural areas. In medium size exchanges, complaints can be booked on number '198'. However, in small size exchanges, a specific number is allotted for booking of complaints. Also instructions have recently been issued for booking of complaints round the clock. A Grievances Cell has been set up in the office of the Minister for Communications, where complaints can be sent either on telephone, or fax or by post.

Indictment of Air India by the London Court of International Arbitration

*39. SHRI PREM CHAND GUPTA: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether it is a fact that the London Court of International Arbitration has indicted Air India in the Aircraft leasing case filed by the Antiguan Leasing Company;